

RESEARCH AND CURRICULUM DEVELOPMENT IMPACT ANALYSIS

A Review of Social Services and Young Immigrants in Turkey

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Bridging Youth and Young Professionals
In a Migrational Context via Digitalization

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Introduction



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Purpose and Principles of the Report

This report mainly aims to discuss the analysis of COVID-19 impact on young migrants and professionals working with immigrants in the field of social services and social assistance as a part of the YOUNG-MIG Project. This report has also been prepared in order to determine the scope of social services and social aids provided to immigrants living in Turkey and to reveal the current situation of immigrants in the theme of social services and social aids. The report covers professionals working with immigrants and immigrants in line with the ecological system perspective.

The research questions sought to be answered within the scope of the report are as follows:

For immigrants:

- Do immigrants need social services and social assistance?
- According to which criteria do the needs of immigrants for social services and social assistance differ?
- What are the opinions of immigrants regarding the provision of social services in Turkey?
- How does the COVID-19 pandemic affect migrants' need for social services?
- Do immigrants experience integration problems?

For professionals working with immigrants:

- Do professionals have an adequate knowledge and skill base to work with immigrants?
- How do professionals evaluate social work and outreach provision in Turkey?
- How do professionals assess the impact of the COVID-19 pandemic on immigrants?
- What are the opinions of professionals regarding the distribution of social services and benefits offered to immigrants?

Principles of the Report

The main legal basis of the report is the following legislation to which Turkey is a party:

- The Convention concerning the Prohibition and Immediate Action for the Elimination of the Worst Forms of Child Labour, No. 182 (2001, 3 Feb). Official Newspaper (No: 24307).
- Ministry of Family and Social Services. (2017). *Psikososyal destek nedir?* Ministry of Family and Social Services General Directorate of Family and Community Services Report.
- Child Protection Law (2005, 3 July). Official Newspaper (No: 25876).
- Temporary Protection Regulation (2014, 22 Oct). Official Newspaper (No: 29153).
- UN Convention Relating to the Status of Refugees (1961, 5 Sep). Official Newspaper (No: 5927).
- Unaccompanied Minors Directive (2015, 20 Oct). Ministry of Family and Social Services, General Directorate of Child Services (No: 152065).
- Circular on Transactions of Asylum Seekers/Refugees (200). T.R. General Directorate of Prime Ministry Social Services and Child Protection Agency (No: B.02.1.SÇE.0.09.01. 00/).
- Regulation on Social Service Centres (2013, 9 Feb). Official Newspaper (No: 28554).
- Social Services Law (1983, 27 May). Official Newspaper (No: 18059).
- Circular on Conditional Cash Transfer Implementation within the Scope of Social Risk Mitigation Project 2004 / 64 (2004, 3 May). T.R. Ministry of Health (No: 2004/64-1838).
- Social Insurance and General Health Insurance Law (2006, 31 May). Official Newspaper (No: 26200).
- Regulation on Social and Economic Support Services (2015, 3 Mar). Official Newspaper (No: 29284).
- Regulation on Social and Economic Support Services (2015, 3 Mar). Official Newspaper (No: 29284).

- Regulation on Employment of Social Aid Beneficiaries (2017, 22 June). Official Newspaper (No: 30104).
- Social Assistance and Solidarity Incentive Fund (1986, 14 June). Official Newspaper (No: 19134).
- Law on Foreigners and International Protection (2013, 4 Apr). Official Newspaper (No: 28615).
- Law on Residence and Travel of Foreigners in Turkey (1950, July 15).

The theoretical and practical process of the report was carried out within the framework of the following principles:

- The primary target audience of the report is immigrants living in Turkey, with or without any status.
- The expressions used in the terminological design of the report are the legislation valid on an international scale and the legislation in force in Turkey.
- The user population of the report consists of all national and international central government institutions and local administrations, academics, public and private sector experts and non-governmental organizations working with immigrants.

Framework of the Method

The framework of the method regarding the practical aspect of the report consists of interviews and survey data with immigrants living in Turkey and professionals working with immigrants. In the study carried out within the framework of mixed methodology, firstly, quantitative studies were conducted and data were collected with questionnaires.

In this regard, likert-type questions were used in addition to dichotomic survey questions in the research process, and all likert-type questions were scored on a minimum of 1 (completely disagree) and a maximum of 5 (completely agree).

In the quantitative aspect of the study, a questionnaire prepared by the researchers at the Migration Research Foundation was applied to immigrants living in different cities of Turkey and professionals working in different state institutions and NGOs. All data set produced through the questionnaire was formed by 50 migrants and 19 professionals. The findings obtained from the questionnaire forms were systematized and analysed by the means of the SPSS.22 program and integrated into the current report.

Since the number of samples included in the research process is below the minimum sample size for the required parametric tests to be performed, all of the tests performed in the quantitative section were non-parametric tests. Thus, it was aimed to increase the validity level of this section.

In the qualitative aspect of the research, interviews were conducted with immigrants and professionals working with immigrants. Semi-structured interview forms were used in the interviews.

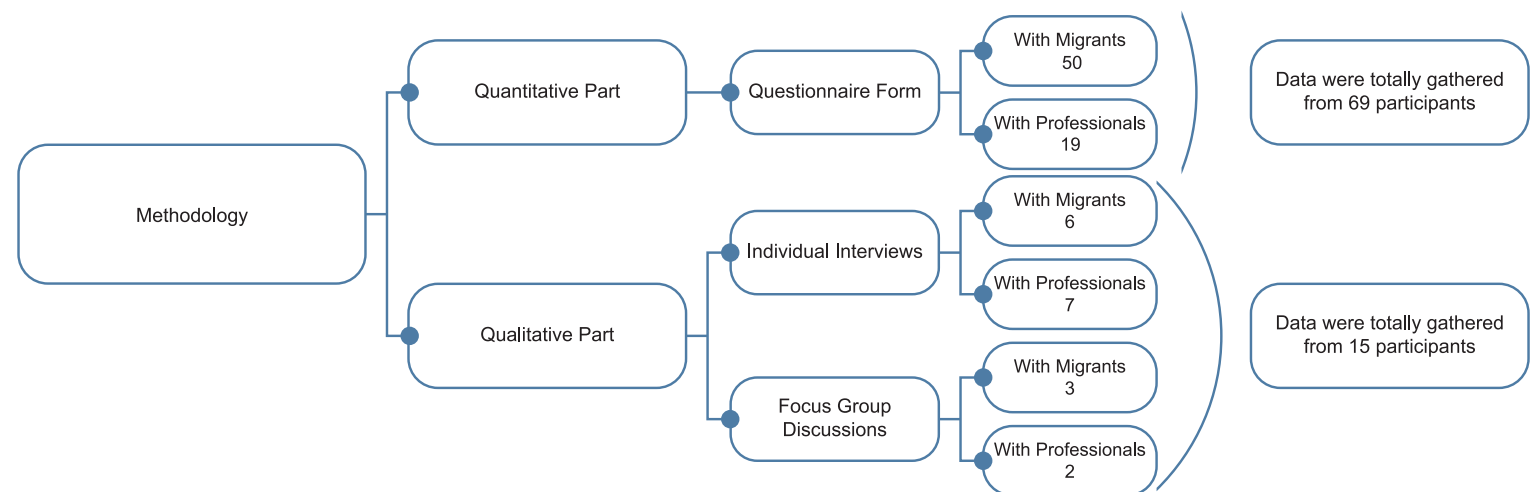
The interviews were conducted in two ways: individual and focus group. Individual interviews were conducted with 1 person from each of 3 different state institutions and 4 different non-governmental organizations. Focus group interviews were held with 2 people from each of 2 different state institutions and 1 non-governmental organization. A total of 13 personnel working with migrants, from 5 state institutions and 5 non-governmental organizations, participated in the qualitative interviews.

A similar process was carried out with migrants, and 2 individual and 2 focus group interviews were conduc-

ted with individuals with temporary protection status, 2 individual and 1 focus group interviews with foreign students, and 2 individual interviews with migrants without any status. A maximum of 5 and at least 2 migrants participated in each focus group meeting, and focus group meetings were held with a total of 15 migrants.

Table 1

Table of Methodology



Limitations

Interviews and questionnaires used in the implementation phase of the report are presented in the annexes of the report.

While the report focuses on the social services provided to immigrants of all status and non-status living in Turkey, it approaches social phenomena from an ecological system perspective in accordance with current scientific paradigms. However, the fact that all state institutions and organizations regarding the social services offered to immigrants could not be reached during the implementation phase of the report is considered as a limitation.

Another limitation of the research process is that all interviews were conducted online due to the COVID-19 pandemic. For this reason, the gestures and mimics of the participants could be utilized to a limited extent, and recordings were made to the extent allowed by the participants.

On the other hand, the fact that no migrant with conditional refugee and subsidiary protection status could be reached is another limitation of the report. In the focus group interviews with immigrants, the data collection process was terminated and limited after the second focus group meeting, when the data reached saturation.

Terminology

Table 2

Frequently Used Terms

Term	Definition	Reference
Refugee	Refugee is a person who as a result of events occurring in European countries and owing to well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his citizenship and is unable or, owing to such fear, is unwilling to avail himself or herself of the protection of that country; or who, not having a nationality and being outside the country of his former residence as a result of such events, is unable or, owing to such fear, is unwilling to return to it, shall be granted refugee status upon completion of the refugee status determination process.	(the Law No: 6458 on Foreigners and International Protection, 2013)
International Protection Applicant	A person who applied to status of refugee, conditional refugee or subsidiary protection.	(the Law No: 6458 on Foreigners and International Protection, 2013)
Conditional Refugee	a person who as a result of events occurring outside European countries and owing to well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself or herself of the protection of that country; or who, not having a nationality and being outside the country of former habitual residence as a result of such events, is unable or, owing to such fear, is unwilling to return to it, shall be granted conditional refugee status upon completion of the refugee status determination process.	(the Law No: 6458 on Foreigners and International Protection, 2013)

Subsidiary Protection	<p>A foreigner or a stateless person, who neither could be qualified as a refugee nor as a conditional refugee, shall nevertheless be granted subsidiary protection upon the status determination because if returned to the country of origin or country of [former] habitual residence would</p> <p>a) be sentenced to death or face the execution of the death penalty;</p> <p>b) face torture or inhuman or degrading treatment or punishment;</p> <p>c) face serious threat to himself or herself by reason of indiscriminate violence in situations of international or nationwide armed conflict; and therefore is unable or for the reason of such threat is unwilling, to avail himself or herself of the protection of his country of origin or country of [former] habitual residence.</p>	(the Law No: 6458 on Foreigners and International Protection, 2013)
Temporary Protection	<p>Temporary protection may be provided for foreigners who have been forced to leave their country, cannot return to the country that they have left, and have arrived at or crossed the borders of Turkey in a mass influx situation seeking immediate and temporary protection.</p>	(Temporary Protection Regulation, 2014)
Social Services	<p>It refers to all temporary and indefinite aids offered to disadvantaged individuals as an umbrella concept covering the concepts of social aids and social service.</p>	Original

Literature Review



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General Framework of Social Services in Turkey

"I fed the hungry people, I clothed the naked people. I made the poor nation rich. I made a few people a lot."

Turkey is located on a geography where aid activities are carried out especially through non-governmental organizations from past to present. As stated in the above statement, the existence of a social state understanding that extends back to the Bilge Kagan Monument has reached this day in macro systems.

The concept of social state, which was first mentioned in the 1961 Constitution, aims at the welfare of the society. While doing this, it is based on the principles of equality and social justice, and it is aimed to offer equal opportunities to disadvantaged groups in every field. In this respect, ensuring social welfare appeals to a practice where there is no discrimination and where each member of the society has equal conditions and humane living standards.

Disadvantage; refers to having difficulty in accessing an opportunity due to different reasons such as age, gender, race, education, socioeconomic status or physical disability. Therefore, it is possible to talk about different groups that can be considered as disadvantaged such as children, disabled, elder, poor, unemployed and migrants. For each of the aforementioned groups, Turkey directly implements social policies at the socio-political level through central and local government institutions, and delivers social services to disadvantaged groups through these social policies. On the other hand, social services are offered to disadvantaged groups by means of non-governmental organizations that have a cultural presence in Turkey.

Parallel to the social state understanding, although Turkey initially gave priority to only employment and economy-oriented services, the developing social state understanding enabled the services to be generalized to the topics of education, health, housing and social cohesion. Today, social services aiming at equality and social justice are carried out through social policies that include each of the social, cultural, physical, mental, spiritual, political and economic focuses (Özmete & Özdemir, 2015).

On the other hand, the imposition of social services as a direct responsibility on the public by the understanding of the social state and the provision of this field to each individual as a right contributed to the

development of the social services framework. For this reason, the framework of social services in Turkey has expanded and an approach focused on “social functionality” has been developed, in which evidence-based practice is at the forefront, society is evaluated as an ecological system, and the biological, psychological, social and spiritual aspects that make up the individual are considered together (Michael Schoon & Sander Van der Leeuw, 2015; Rives et al., 2012).

Social functionality, which is the most important component of the 21st century paradigm, assumes that in addition to the fact that the people in the society are separate individuals, they also have a common denominator in a macro system that creates the society. For this reason, action is taken on the assumption that the individual must be functional in order for the society to be functional (Taşğın & Özel, 2011; Zengin et al., 2012).

The macro targets of social services in Turkey are titled in the five-year development plans. Accordingly, the relevant state institutions and organizations are deemed responsible for the services to be provided to individuals. Responsibilities regarding social services currently offered to disadvantaged groups have been given to the Ministry of Family and Social Services in particular, the Ministry of Labour and Social Security, the Ministry of National Education, the Ministry of Youth and Sports and the Ministry of Health. Each ministry and its provincial directorates and other affiliated organizations are responsible for delivering the following service concepts to individuals in need (T.R. Ministry of Development, 2013; T.R. Presidency Strategy and Budget Authority, 2019).

Table 3

Responsibilities of state institutions and Organizations in Turkey in Social Services Theme

Institution	Responsibilities Related to Social Services
Ministry of Family and Social Services	To provide social service and social aids to individuals, families and groups in a disadvantaged position in the society and to cooperate with other state institutions and organizations and voluntary organizations that can contribute to related issues.
Ministry of Labour and Social Security	To implement social insurance services against various physiological, economic and social risks, to realize social justice and social welfare by providing, disseminating and developing social security opportunities.
Ministry of Youth and Sports	To conduct studies and research on the needs of the youth and the services and opportunities offered to the youth, to develop suggestions, to provide information, guidance and consultancy in the field of youth, to determine the procedures and principles regarding youth work and projects.
Ministry of National Education	To identify the problems and needs of education and training institutions and students other than higher education institutions, and to carry out studies on their solution in cooperation with relevant institutions and organizations.
Ministry of Health	To carry out studies for the protection and development of public health, to reduce and prevent disease risks, to carry out diagnosis, treatment and rehabilitative health services, to prevent internationally important public health risks from entering the country and to develop health education and research activities.

Social services, under the influence of developing paradigms in Turkey, can be examined under four sub-titles. These titles determine the framework of the services offered and their relationship with other services. These:

1. Resource distribution
2. Educational services
3. Guidance and consultancy services
4. Forwarding services.

Resource distribution includes in-kind and monetary aid services such as socioeconomic support, social aid or fuel aid. The General Directorate of Social Assistance and the General Directorate of Family and Community Services affiliated to the Ministry of Family and Social Services are the units that provide resource distribution services in Turkey. Although the Ministry of National Education and the Ministry of Health have such services, this service is mainly carried out through the Ministry of Family and Social Services.

Education services include the services that are mostly under the responsibility of the Ministry of National Education, that provide the right to education under equal conditions for every individual and that are carried out by the General Directorate of Lifelong Learning. It tries to reach everyone who needs or requests training with vocational training courses, literacy training, technical courses and language courses.

Educational services are also under the responsibility of Ministry of Family and Social Services. Education programs targeting social welfare, such as social cohesion of disadvantaged groups in the society and pre-marriage and post-marriage education programs, are carried out by Ministry of Family and Social Services.

Guidance and consultancy services are the joint responsibility of the Ministry of Health and the Ministry of Family and Social Services. These two ministries, which provide both guidance and counselling services on issues such as psychosocial support, mother-child health, gynaecological diseases, healthy nutrition,

hygiene and substance abuse, deliver the current service to individuals and families through direct application or field scanning.

Forwarding service is also realized in the form of forwarding to other state institutions by social workers in cases that do not fall within the service area of a state institutions or when a more complex service is required. The Ministry of Family and Social Services reaches out to individuals as a result of the field scanning carried out through the Social Service Centres affiliated to it, and directs them to the needed service.

The four headings mentioned above regarding social services in Turkey constitute the framework within which social policies are implemented. Although each concept is closely related to the other, many of the services are performed together with another service, thus necessitating a method in which all areas related to social functionality are evaluated together.

Social Services Offered to Immigrants

Immigrants are one of the potentially disadvantaged groups in a society. Being a migrant, apart from many other variables, inherently includes trauma and negative experiences. Many studies have found that being a migrant encompasses a negative life by being independent of any other disadvantaged situation and negatively affects the individual psychosocially (Taylor et al., 2020).

On the other hand, immigration, like many other disadvantaged groups, is a global problem as a factor that creates difficulties in accessing opportunities. It is seen that a significant part of the immigrants cannot access basic life actions such as education, health, housing and employment in parallel with the fact that they are not citizens (Dwyer & Brown, 2005; Sarp, 2018).

The same is true for immigrants in Turkey. Many studies in the literature reveal that immigrants have difficulty in accessing education services due to their low socioeconomic status. It also shows that immigrant children and youth in Turkey experience depression, post-traumatic stress disorder and anxiety at much higher rates than members of the host society (Aksoy, 2020; Ataç et al., 2018; Bilen & Kıran, 2020; Derince, 2019; Seydi, 2014).

Migrants in Turkey apply to health services more often than the host society. This situation reveals that there are important problems besides the disadvantages caused by immigration. In addition, it is stated that immigrants in Turkey cannot access employment, they work below the minimum wage and informally, their housing conditions are inadequate and therefore they cannot send their children to school. All these data reflect the reality in the field, although the social services offered to immigrants in Turkey are more qualified than in many other countries. Therefore, it is seen that immigrants can be considered as an important disadvantaged group and they should benefit from social services (Çetinkaya Eroğlu & Varol, 2021; Gürel Üçer et al., 2018; Korkmaz, 2014; Sunata, 2020).

The same conclusion is reached when the current issue is evaluated from a different perspective. Turkey has been exposed to different migration flows from the past to the present due to its geography, and the migrations that have taken place for transit purposes for a long time have started to have permanent

characteristics since the 1990s. This factor was also mentioned in the tenth five-year development plan, and the first statements regarding the need to ensure social cohesion of immigrants were included in this plan (T.R. Ministry of Development, 2013; T.R. Presidency Strategy and Budget Authority, 2019).

Turkey's activities aimed at ensuring the social cohesion of immigrants showed an increasing trend after the influx of Syrian immigrants that started in 2011, and the activities that were initially tried to be carried out with the General Directorate of Migration Management under the Ministry of Interior were revised as the Directorate of Migration Management under the Presidency in parallel with the increasing importance of migration. The Directorate of Migration Management serves as the coordination and data unit of services for immigrants, tries to keep the entry and exit of immigrants under control and provides support to social services in cooperation with other state institutions (Aktel & Kaygısız, 2018; Deniz, 2014; Taş et al., 2017).

In 2013, the acceleration of the influx of Syrian immigrants increased even more. For this reason, in order to prevent the emergence of a lost generation, education services for Syrians registered under temporary protection status were started, and it was aimed to respond to this need with the Temporary Education Centres. However, the prolongation of the process made the view that it would be more appropriate for Syrians to study in state schools by closing these centres. In the eleventh five-year development plan, the host society and immigrant interactions were tried to be strengthened with the emphasis on social and economic cohesion (Büyükhana & Karagöl, 2021; Ertekin Yıldız, 2019; Güllüpınar & Abay, 2020; Lotfi et al., 2021; T.R. Presidency Strategy and Budget Authority, 2019; TUNGA et al., 2020).

In this period, with the contribution of the Ministry of Family and Social Services, Turkish Red Crescent and international institutions and organizations, all registered immigrants started to benefit from socio-economic support, education aid and health aid. With the national projects developed, under the leadership of the Ministry of Family and Social Services and the Ministry of National Education, the education, accommodation and employment opportunities of many immigrants have been strengthened.

The Ministry of Family and Social Services has not made any discrimination in the social services it offers

to immigrants. According to this; a registered immigrant can also benefit from all the services that a Turkish citizen can benefit from. As a matter of fact, there is no expression of Turkish citizen in the relevant legislation. This is a positive factor that distinguishes Turkey from many other countries, as an important factor in reflecting the social state understanding to social policy and therefore to the field (Paksoy, 2016).

The Ministry of National Education has initiated many national projects aimed at the employment of immigrants through Public Education Centres. The “sustainability” element, which is in the background of the social work argument, takes place in these projects implemented by the Ministry of National Education. Training courses are organized in different sectors in order to increase the employability of immigrants, and then it strengthens the impact analysis of their projects by including the Employment Agency in the process. In addition, immigrants are supported with language courses and social and economic integration is served (Solmaz, 2018; T.R. Presidency State Supervisory Board, 2009).

The Ministry of Health, on the other hand, tries to facilitate immigrants’ access to health services, and carries out studies on the physical and mental health of immigrants with Immigrant Health Centres. Actions are taken in the field with the aim of reducing infant mortality rates and minimizing childhood diseases in immigrant families, especially through vaccination studies, mother-child and women’s health trainings (Aydamak, 2021; Kantas Yılmaz & Ergül, 2021).

The fact that immigrants are economically disadvantaged in Turkey also negatively affects their level of benefiting from physical and mental health, accommodation and education opportunities. As a matter of fact, the unregistered employment of immigrants in low-paid jobs paves the way for their children to work, and raises the issue of child labour. In order to find a solution to this situation, the Conditional Education Assistance Program was developed and it was foreseen to pay families for children and youth who attend school. This and similar programs have made it possible for Turkey to reach the position of the country with the highest rate of immigrant schooling in the world (Coşkun et al., 2017).

On the other hand, while the high schooling rate maintains its validity mostly in primary and secondary education, it is observed that the rate of schooling in high school and above has decreased significantly.

This is an important literature data finding that immigrant youth drop out of school or get married to support their home economy due to rising costs (Aksoy, 2020).

Turkey also receives support from many national and international non-governmental organizations in terms of social services. In particular, the supports received from the United Nations organizations are used in projects that facilitate the integration of immigrants. For this reason, it is possible to say that Turkey considers the possibility of permanence, although temporariness is mentioned in the case of Syrians. The social services performed are also included in this context and Turkey carries out activities to ensure the social engagement of immigrants of all statuses for a functional society.

Findings and Interpretation



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Descriptive Data on Participants

Table 4

Frequencies of Participants in the Quantitative Part of the Study

	Frequency	Per (%)
Immigrants	50	72,5
Professionals Working with Immigrants	19	27,5
Total	69	100,0

A total of 69 people, 50 of whom were immigrants and 19 professionals, participated in the part of the research carried out with the questionnaire form. On the other hand, in the qualitative part, the opinions of 13 professionals working in 5 state institutions and 5 non-governmental organizations serving nationally, in addition to 15 immigrants, were consulted.

Table 5

Educational Status of Participants

		Which of the following options best describes your situation?	
		Immigrant	Professional
Education Status	Primary	N	2
		Per	4,1%
	High School	N	23
		Per	46,9%
	Associate degree	N	1
		Per	2,0%
	License	N	18
		Per	36,7%
	Graduate	N	5
		Per	10,2%
			0
			0,0%

Among the participants, 50% of the immigrants have a high school or lower education level, while 79% of the professionals have undergraduate and graduate education.

Table 6

Status of Participating Immigrants

	Frequency	Per (%)
Turkish Citizen	13	26,0
Temporary Protection	11	22,0
International Protection Applicant	5	10,0
Irregular	8	16,0
Student	8	16,0
Tourist	1	2,0
Others	4	8,0
Total	50	100,0

It is seen that the immigrants participating in the research have different statuses. According to this; while 13 of the participating immigrants have become Turkish citizens, 11 of them are in Temporary Protection Status. On the other hand, it is seen that 8 people and a significant part of the participants are irregular immigrants and do not have any status.

Socio-economic Status of Migrants

Table 7

Income Status of Participating Migrants

	Frequency	Per (%)
Low	9	18,4
Low-Medium	15	30,6
Medium	17	34,7
Medium-High	4	8,2
High	4	8,2
Total	49	100,0

It is seen that the immigrant individuals participating in the research have a low income status to a large extent. Accordingly, 49% of the participants stated that they had a low and low-middle income status, while 16.4% stated that they had a medium-high and high income status.

Table 8

Social Aid Status of Participating Immigrants

	Frequency	Per (%)
Aid in kind	4	11,1
Cash aid	7	19,4
None	25	69,4
Total	36	100,0

During the research process, 69.4% of the participating immigrants answered the question about the need for social aid that they did not receive any aid. In addition, 11.1% of the participants benefit from in-kind aid support, while 19.4% benefit from cash aid services.

When the immigrants who benefit from social aids are analysed according to their status, it is seen that irregular migrants do not receive aids, while 75% of migrants with temporary protection status receive social aid. This is considered an important advantage of having a status.

While receiving social aid requires the migrant to have a status, it is found that the budget allocated to social aids is also an important factor, as an issue that professionals mentioned in the interviews.

“Sometimes we look at the works outside, but it is not possible to adapt them here, it takes time. We do not have a developed and strong economy, which is our disadvantage. It also takes strength to offer these people many opportunities. This, of course, limits our country in providing services and assistance.” (D State Staff)

“Since the number of refugees and immigrants here is very high and the social aids provided to these people is very limited, so these benefits can only be a contribution to families.” (B NGO Staff)

The above statements reveal that professionals think that social aid in Turkey is not enough to strengthen migrants in terms of quality rather than quantity. The main reasons for this are that there are too many migrants in Turkey, these migrants demand social aid to a large extent, and that Turkey does not have the economic infrastructure to provide sufficient social aid to this number.

Information of Migrants on Social Services and Social Assistance Institutions and Services of Institutions

The study showed that migrants in Turkey do not have sufficient knowledge about social services and social assistance institutions. This was confirmed by both migrants and professionals working with immigrants, and similar findings were obtained in both methodologies of the study.

Table 9

Information Status of the Institutions to which Participating Immigrants Should Apply for Social Aid

	Frequency	Per (%)
Completely disagree	13	41,9
Disagree	3	9,7
Indecisive	6	19,4
Agree	3	9,7
Completely agree	6	19,4
Total	50	

According to the finding in Table 9, it is seen that only 29.1% of the participants know where to apply for social aid. Therefore, it is found that a significant portion of the immigrants who do not benefit from social aid do not have knowledge about the institutions and organizations that provide social aid.

“Some people don’t even know they can get help, and we don’t know that person so they are deprived of help. The assertive person, on the other hand, can get a lot of different help from many places.” (C NGO Staff)

“There seems to be confusion about who the donor is.” (A Public Staff)

Confusion on this issue and the fact that immigrants who need help do not know where to apply are among the important factors that may prevent aid from reaching the right place. On the other hand, the necessity of identifying needy immigrants through field studies was also emphasized.

“It’s important to be on the field and face to face with people. Since this does not happen in state institutions, they stay in the background.” (E Public Staff)

Professionals working with immigrants share a common opinion regarding the direct involvement of the state institutions and NGOs in the field. In the absence of this, it is seen that immigrants may not have clear judgments about where service delivery can be made.

Table 10

Awareness of Participating Immigrants’ Rights Regarding Social Aid

	Frequency	Per (%)
Completely disagree	9	29,0
Disagree	3	9,7
Indecisive	4	12,9
Agree	6	19,4
Completely agree	9	29,0
Total	50	

On the other hand, it is seen that only 48.4% of the participating immigrants are aware of their rights regarding social services. 38.7% of them state that they do not know their rights in this matter. This finding coincides with the statements of the professionals as well as the information obtained from the questionnaire used in the field.

Table 11

Information of Participating Immigrants on Social Service Institutions in Turkey

	Responses	
	N	Per (%)
Unknown	24	48,0%
Social Assistance and Solidarity Foundation	8	16,0%
Turkish Red Crescent	6	12,0%
Presidency for Turks Abroad and Related Communities	5	10,0%
IHH	3	6,0%
Other State Institutions	2	4,0%
Other NGOs	2	4,0%
Total	50	100,0%

Participating immigrants in Turkey do not know their rights in the field of social services, and they do not know which institutions they can apply to when they need it. According to this; 24 of the 50 participants stated that they do not know any institution. On the other hand, Social Assistance and Solidarity Foundation, Red Crescent and Presidency for Turks Abroad and Related Communities came to the fore among immigrants who have knowledge of institutions providing services. This context shows that there is not a significant awareness of public services in Turkey and the visibility activities of ministries are seriously inadequate.

“Aids to the Syrians were paid through the Turkish Red Crescent in both stages. Therefore, the Turkish Red Crescent is in the foreground. The services of the ministries are not well known for both immigrants and Turkish citizens.” (A NGO Staff)

“There seems to be confusion about who the donor is.” (A Public Staff)

“We are progressing jointly with other institutions, but generally, Red Crescent comes to the fore at many points. Confidence comes to the fore. It can be thought that Red Crescent does things that Red Crescent does not, such as finding a job or providing training. Advertising should also come to the fore here, that is, the institution should introduce itself. Red Crescent does this well. So the institution has to go out on the field.” (C Public Staff)

It is seen that professionals working with immigrants generally think that migrants' ideas about who will be active in social aid presentations of immigrants may not be clear. It is seen that the most important factor causing this context is forwarding services. In particular, the fact that the Turkish Red Crescent carries out forwarding activities during the field visits results in the interpretation of the immigrants as the Turkish Red Crescent, which is the most active in service provision. Thus, it turns out that forwarding service can be as important as other social services.

Impact of the COVID-19 Pandemic on Immigrants' Need for Social Services

Many studies have been conducted to show that the disadvantages of being a migrant may increase with the COVID-19 pandemic. In this context, in the present study, this literature data has been supported in one aspect and only to a certain extent.

Table 12

Social Services Required by Participating Immigrants Due to COVID-19

		N	Per (%)
I need social aid due to my work in the period of COVID-19	Completely disagree	8	26,7%
	Disagree	1	3,3%
	Indecisive	9	30,0%
	Agree	6	20,0%
	Completely agree	6	20,0%
I need social aid due to my shelter in the period of COVID-19	Completely disagree	12	41,4%
	Disagree	2	6,9%
	Indecisive	7	24,1%
	Agree	2	6,9%
	Completely agree	6	20,7%

I need social aid due to my education in the period of COVID-19	Completely disagree	9	31,0%
	Disagree	1	3,4%
	Indecisive	7	24,1%
	Agree	2	6,9%
	Completely agree	10	34,5%
I need social aid due to my health in the period of COVID-19	Completely disagree	10	34,5%
	Disagree	3	10,3%
	Indecisive	5	17,2%
	Agree	2	6,9%
	Completely agree	9	31,0%

It is seen that the immigrants participating in the research also need many social services in general. According to this; During the COVID-19 process, 40% of the participants needed employment, 27.6% needed shelter, 31% needed education and 37.9% needed health assistance. In this direction, it shows that immigrants need education and accommodation services, especially employment and health services. On the other hand, it was also examined whether immigrants differed from each other in the above areas of need, and the income status factor was added to the related Spearman Rank Correlation test to analyse how the need in education, health, housing and employment was related to income status and to each other.

Table 13

Spearman Rank Correlation Test on the Relationship Between Income Status and Need Areas of Participating Immigrants

	1	2	3	4	5
1. Income status	-	-,055	,150	-,016	-,011
2. I need social aid due to my work in the period of COVID-19		-	,634**	,667**	,582**
3. I need social aid due to my shelter in the period of COVID-19			-	,759**	,800**
4. I need social aid due to my education in the period of COVID-19.				-	,736**
5. I need social aid due to my health in the period of COVID-19					-
** p<0,01					

According to the Spearman Rank Correlation Test results, there is no significant relationship between the income status of the participating immigrants and their areas of need [$(r_{s(1,2)} = -0,06, p=0,78, N=29)$, $(r_{s(1,3)} = 0,15, p=48, N=28)$, $(r_{s(1,4)} = -0,02, p=0,94, N=28)$, $(r_{s(1,5)} = -0,01, p=0,96, N=28)$]. However, it is seen that there are significant relationships within the areas of need. As a matter of fact, there is a strong positive correlation at the level of 0.80 between the need for shelter and health ($p=0,000, N=29$), at the level of 0.74 between the need for education and health ($p=0,000, N=28$), and at the level of 0.76 between the need for education and shelter ($p=0,000, N=28$). On the other hand, it is found that there are significant relationships between all the need areas. According to this; among the immigrant participants in the research, the need in one area and the need in another area predict each other. Therefore, it is possible to say that the needy participants are in need of social aid in more than one field.

“In terms of employment, if the immigrants reached a level where they could maintain their own lives, many problems would perhaps disappear on their own. The burden on the country’s social aid context will be reduced. The contribution of these people to the economy will increase, and it will be ensured that qualified people will be trained in the social context. But I mean qualified employment, not casual labour. I think that if more qualified employment is realized, many problems will end by themselves.” (A Public Staff)

“When people trying to make a living closed down at home during this pandemic period, the needs started to increase more. In other words, there were those who worked in daily jobs, and when they could no longer go to daily work, their expenses such as rent and bills inevitably increased.” (B Public Staff)

It is obvious that professionals working with immigrants evaluate the needs of immigrants in accordance with current scientific paradigms. As a matter of fact, it is thought that the needs of immigrants are interrelated, as seen in Table 13, and it would be more appropriate to develop social services within this framework. Professionals also support this approach and state that when one need of immigrants is met in a sustainable way, other needs will be largely eliminated.

While the variables that can differentiate the social services and social aid needed by immigrants during the COVID-19 pandemic process are already being discussed in the literature, the current research has included the education variable in the process. According to the Chi-Square test, the COVID-19 pandemic process shows that among immigrants, especially individuals with high school or lower education level are negatively affected economically and need financial support. What should be noted here is that before COVID-19, immigrants stated that they did not need economic support. Therefore, it shows that immigrants with high school or lower education experience economic problems due to the COVID-19 process. In the table below, the relationship between whether the participants needed support for the pre-COVID-19 pandemic and their educational status was analysed using the Chi-Square Independence Test.

Table 14

Chi-Square Independence Test Analysis of the Variable of Education Level of Immigrants and the Social Aid Needed Before the COVID-19 Pandemic Process

High-School and Lower		Education Level		X ²	df	p*
		Licence and Higher				
Which of the following did you need before COVID-19	Aid in kind	2	1	2,67	2	0,26*
	Cash aid	5	4			
	None	7	16			

*p>0,05

Accordingly, there is no significant independence between the groups ($X^2(2, N=35)=2,67, p=0,26$). It is seen in the relevant table that both groups predominantly needed no support prior to COVID-19. On the other hand, in order to examine whether the COVID-19 pandemic has a direct effect or not, the survey asked whether immigrants needed support with the COVID-19 pandemic. A significant difference was found in the Chi-Square Independence test conducted in this direction, and it was observed that among the participating immigrants, individuals with high school and below education level especially needed cash support after COVID-19 ($X^2(2, N=37)=14,86, p=0,001$).

Table 15

Chi-Square Independence Test Analysis of the Variable of Education Level of Immigrants and the Social Aid Needed After the COVID-19 Pandemic Process

High-School and Lower		Education Level		X ²	df	p [*]
		High-School and Lower				
Did you need social aid due to COVID-19?	Aid in kind	4	1	14,86	2	0,001*
	Cash aid	10	4			
	None	2	16			

*p<0,01

This finding was obtained from the field as an important data showing that COVID-19 directly affected immigrants, and it was seen that in addition to aid in-kind, cash aid was even more important for immigrants. On the other hand, the significant differentiation of the score according to the level of education is an important issue that may predict that immigrants working in daily jobs are more affected by the current COVID-19 pandemic than other immigrants.

“When people trying to make a living closed down at home during this pandemic period, the needs started to increase more. In other words, there were those who worked in daily jobs, and when they could no longer go to daily work, their expenses such as rent and bills inevitably increased.” (B Public Staff)

“As the level of education decreases, the need for social aid increases. A person with a university degree works in a company, in a large company. During the pandemic, that company can support him more. But let’s say they are primary school graduates and working in textiles/ agriculture, these people say “our job is done, it has stopped. They can easily be dismissed by

saying “We can’t employ you anymore”. Afterwards, they don’t even think about what happened to the person we took out.” (C NGO Staff)

“I think they apply for social aid more now than before COVID-19. I’m just noticing, both job opportunities and intercity circulation became difficult. Some asylum seekers might have been able to get help and their situation became more difficult. So the need for social aid has increased compared to before COVID-19.” (B NGO Staff)

“I can’t say anything clear about the education level of the social aid applicants because I can’t access all the data, but in general, as far as I can see, most of the people who have asked for help in the last two years are those who have not received any education.” (C NGO Staff)

“I think this: people with low levels of education may have been among the first to be sacrificed in the recession for being unskilled.” (D Public Staff)

Professionals working with immigrants acknowledge that immigrants’ need for social aid may have increased as their educational attainment decreased, while keeping the possibility that job opportunities might have increased on the contrary. The point emphasized by the professionals here is that the unregistered work of immigrants with a low level of education has brought with it low wages and uninsured work.

From the interviews with the immigrants, data were obtained that both support the quantitative findings and strengthen the discourse of the professionals about the extent to which the economic income has changed during the COVID-19 pandemic process.

“I fully agree that education status affects economic income. It didn’t impress me, I’m a college graduate. Of course, casual workers were affected, but salaried workers and insured workers were much less affected.” (S3, Syrian, Male)

“I have a friend who works with minimum wage and without insurance. Last year he was getting 4000, this year he is getting 3500. Immigrants’ economic income has decreased as employers

have shrunk due to the economic situation.” (B1, Bangladeshi, Male)

“There was no decrease in the salary of those who have insurance. Those who did not have insurance could not leave the house anyway, but those who were insured also took official leave and worked. The uninsured could not work during the bans, which affected their economy.” (S2, Syrian, Male)

As it can be understood from the statements above, during the COVID-19 period, immigrants who work on daily wages and without insurance have been affected more economically than those with higher education and insurance. Considering that a significant portion of immigrants work informally, it can be said that the COVID-19 pandemic has greatly affected immigrants.

Social Cohesion and Perceptions of Exclusion

Table 16

Social Cohesion and Exclusion Perceptions of Participating Immigrants

		N	Per
I was discriminated due to being migrant	Completely disagree	14	56,0%
	Disagree	0	0,0%
	Indecisive	6	24,0%
	Agree	3	12,0%
	Completely agree	2	8,0%
I am getting hard at communicating with hosting society due to being migrant.	Completely disagree	9	36,0%
	Disagree	4	16,0%
	Indecisive	6	24,0%
	Agree	3	12,0%
	Completely agree	3	12,0%
I am struggling to participate to social activities due to being migrant.	Completely disagree	6	22,2%
	Disagree	4	14,8%
	Indecisive	9	33,3%
	Agree	4	14,8%
	Completely agree	4	14,8%

I am getting hard /got hard at finding job due to being migrant.	Completely disagree	7	25,0%
	Disagree	3	10,7%
	Indecisive	9	32,1%
	Agree	3	10,7%
	Completely agree	6	21,4%
I am getting hard /got hard at reaching health services due to being migrant.	Completely disagree	12	44,4%
	Disagree	6	22,2%
	Indecisive	6	22,2%
	Agree	0	0,0%
	Completely agree	3	11,1%
I am getting hard /got hard at reaching education services due to being migrant.	Completely disagree	13	48,1%
	Disagree	3	11,1%
	Indecisive	5	18,5%
	Agree	1	3,7%
	Completely agree	5	18,5%
I am getting hard /got hard at participating to social life due to being migrant.	Completely disagree	6	23,1%
	Disagree	7	26,9%
	Indecisive	4	15,4%
	Agree	2	7,7%
	Completely agree	7	26,9%

I need/needed psychosocial support due to discrimination.	Completely disagree	13	50,0%
	Disagree	4	15,4%
	Indecisive	4	15,4%
	Agree	1	3,8%
	Completely agree	4	15,4%
I am taking/took psychosocial support due to discrimination.	Completely disagree	16	59,3%
	Disagree	3	11,1%
	Indecisive	4	14,8%
	Agree	0	0,0%
	Completely agree	4	14,8%

20% of the participants in the study say that they are excluded because they are immigrants. On the other hand, It is found that participants are getting hard of which 24% at communicating with the host society, 29.6% at participating to social activities, 42.8% at finding a job, 11.1% at reaching health services, 22.2% at reaching education services and 34.6% at participating social life. While 24.2% of the participants say that they need psychosocial support because they are discriminated against, 14.8% of the participants are currently receiving psychosocial support due to discrimination.

It is thought that 25% of the population who needs psychosocial support due to discrimination experience in the society is quite high when compared to the literature data. In this regard, professionals working with immigrants think that the social change that has taken place in the last few years has fuelled this situation.

“We may wish that the harmony between us and these immigrants would be more peaceful. A very aggressive and uncompromising mass of immigrants also emerged.” (A Public Staff)

In the research process, it has been stated that social developments have evolved into a process that

undermines the social cohesion of immigrants. This situation may increase the application to psychosocial support services over time. The correlation relationship between the relevant variables in Table 17 also shows that exclusion and adjustment problems are experienced.

On the other hand, in the interviews with immigrants, there were discourses expressing that the perspective towards immigrants has evolved into a negative direction, especially after the migration influx in 2015, and that Turkey has entered a period where more discriminatory attitudes are encountered compared to previous periods.

"We can say that since I first came in 2014, the issue of racism has become 100% different and has increased a lot." (A2, Afghan, Male)

"My friends at school aren't racist towards me but generally threw racism." (SO1, Somali, Male)

"When I first came (2013), everyone supported us. They helped us with everything, but two years later, racism started and increased. There was no problem until then." (S2, Syrian, Male)

"People started to get tired of it, the media was also effective. When I first came, I was very well received, everyone was very helpful in everything, but after 2015, people started to get tired of us and started asking us to go." (S4, Syrian, Male)

"My friends have experienced various incidents of racism. We encounter shameful behaviour. But I cannot say that there are so many extremists in Turkey. I can say there is a little bit." (K1, Kenyan, Male)

These statements reveal that the 2015 Migrant Crisis was an important turning point for Turkey. As a matter of fact, immigrants stated that they did not encounter any discrimination until this period, but after 2015 they faced serious discriminatory actions. Therefore, it becomes clear that exclusion and integration problems may turn into a more critical phenomenon for Turkey in the future.

Table 17

Spearman Rank Correlation Test on the Relationship between Social Exclusion and Social Cohesion Variables of Participating Immigrants

	1	2	3	4	5	6
1. I am getting hard at communicating with hosting society due to being migrant	-	,299	,404	,368	,505*	,186
2. I am getting hard /got hard at finding job due to being migrant		-	,458*	,223	,329	,419*
3. I am getting hard /got hard at reaching health services due to being migrant			-	,775**	,397*	,530**
4. I am getting hard /got hard at reaching education services due to being migrant				-	,445*	,521**
5. I am getting hard /got hard at participating to social life due to being migrant					-	,420*
6. I need/needed psychosocial support due to discrimination						-
** p<0,01						
* p<0,05						

According to the Spearman Rank Correlation Test analysis, there are positive and significant relationships between discrimination experience and difficulty in accessing education, health and employment opportunities as well as participating in social life [($r_{s(5,6)}=0,42$, $p=0,03$, $N=26$), ($r_{s(4,6)}=0,52$, $p=0,006$, $N=26$), ($r_{s(3,6)}=0,53$, $P=0,005$, $N=26$), ($r_{s(2,6)}=0,42$, $p=0,03$, $N=26$)]. Therefore, it can be said that immigrants who experience discrimination will more likely have difficulties in accessing education, health and employment services and participating in social life.

Distribution of Social Services and Social Aids

Table 18

Mann-Whitney U Test Analysis on Need Criteria in Distribution of Social Aid

	Groups	N	\bar{X}	Mean Rank	Rank Sum	U	z	p*
I think that social aids are given to people in need	Immigrant	42	2,49	26,76	1124,00	221,00	-2,598	0,009*
	Professional	18	2,99	39,22	706,00			

p<0,01

According to the Mann-Whitney U test, it is seen that there is a significant difference between the groups regarding the provision of social aid to people in need ($U(N_{\text{Immigrant}}=42, N_{\text{Professional}}=18)=221,00, z=-2,598, p=0,009$). Accordingly, while professionals working with immigrants have a moderate approach, immigrants have negative opinions. Therefore, it can be said that immigrants think that social aid does not reach people in need in Turkey. In addition to the significant difference between the groups, it is possible to say that the average score in the related survey question is relatively low when both groups are evaluated within themselves. While the average score of responses of the immigrants in the question about whether social aid is distributed to the needy people is 2.49, the average score of the professionals working with immigrants is 2.99.

"I think it is distributed correctly to a certain extent because it has conditions. It is distributed correctly according to the criteria. Many things such as the number, quality, health status, age of the people in the house affect receiving social assistance. I can't say 100%, but I think it is distributed correctly in general. Sometimes it can be wrong. Sometimes asylum seekers can change city or address due to lack of information and their assistance is automatically cut off. Or when a child is over the age of 18, the assistance is automatically cut off. It would be better to give information before such situations happen. It is only notified by message. There is no planned and standard information. Especially those who change addresses are cut off without

any notice. Again, in such cases, we provide guidance to those who come to us. We make a referral in the form of an address update and re-application.” (B NGO Staff)

“There are many different problem areas with the aid given to immigrants. For example, address. It can be found at one address today, at another address tomorrow. They’re being transferred elsewhere. In fact, we need to have healthy data.” (D NGO Staff)

“We do not have a common system. Some citizens are committed to getting help. However we don’t have a system to show who is in need, who gets help from where, or who doesn’t. Sometimes people come and say “I can’t get help from anywhere”. But we do not know the accuracy of this statement. While some people get help from many places, some people get help from nowhere. They want me to prove that the man didn’t get help, but I don’t know how to prove it.” (B Public Staff)

Professionals, who used expressions supporting the quantitative findings, stated that the lack of a data system that the state institutions and NGOs can use in a common way prevents the realization of aid in a healthy way. In particular, the understanding of social services developed based on address states that changing the address of the immigrant or using a different address in a different authority creates an imbalance in the distribution of aid. This situation takes place in practice as a quality that undermines the trust of immigrants and professionals, especially in the state institutions.

“I agree with the criticisms on this issue, there should be a reform. There is a need for new regulations and legislative updates regarding the fair distribution of aid. As you know, the law regulating social assistance is a law with 11-12 articles. Maybe if there was a movement about a control and audit mechanism, I think it would be beneficial.”(A Public Staff)

Another relevant issue is that the fact that the legislation determining the rules regarding social aids has not changed for a long time is an important factor. According to this; although Turkey has developed different statuses, education and accommodation strategies, especially in the last few years, it has not reorganized social services on the legal system. Therefore, the distribution of existing social services lags

behind the current conjuncture.

“I think the aid reaches the right people, but I don’t think it’s enough. I think it’s not enough. We need to strive to reach a little more people, but the opportunities for this are limited. Our workforce is also limited.” (E NGO Staff)

Another point that can prevent the fair distribution of social services is shown as burnout. Both in the NGO and the public sector, the high workload of the relevant professional and his regular exposure to the risk of secondary trauma directly prevent the delivery of services according to certain standards.

Table 19

Mann-Whitney U Test Analysis on Service Adequacy of State institutions and NGOs

	Groups	N	Mean Rank	Rank Sum	U	z	p*
Psychosocial support staff of state institutions sufficiently provide service to migrants	Immigrant	41	28,54	1170,00	309,00	-1,02	0,31
	Professional	18	33,33	600,00			
Psychosocial support staff of NGOs sufficiently provide service to migrants	Immigrant	38	25,41	965,50	224,00	-2,16	0,03*
	Professional	18	35,03	630,50			

*p<0,05

During the research process, analyses were made regarding the adequacy of psychosocial support services provided by state and non-governmental organizations to immigrants, and it was observed that there was a significant difference between the groups in terms of non-governmental organizations. Accordingly, it is found that professionals working with immigrants find the psychosocial support services of non-governmental organizations significantly more adequate than immigrants ($U(N_{\text{Immigrant}}=38, N_{\text{Professional}}=18)=224,00, z=-2,16, p=0,03$). Immigrants do not find the psychosocial support services of non-go-

vernmental organizations sufficient. On the other hand, when the averages are compared, although immigrants find the psychosocial support services of state institutions less sufficient ($\bar{X}=2.50$, $sd=1.05$) than the psychosocial support services of non-governmental organizations ($\bar{X}=2.83$, $sd=1.33$), between groups, difference is not significant in the state institution's context ($U(N_{\text{Immigrant}}=41, N_{\text{Professional}}=18)=309.00$, $z=-1.02$, $p=0.31$). Therefore, although the psychosocial support services of state institutions were found to be more inadequate in the in-group comparison, this difference in the intergroup comparison was not significant when analysed with the Mann-Whitney U test.

"I agree with the criticisms on this issue, there should be a reform. There is a need for new regulations and legislative updates regarding the fair distribution of aid. As you know, the law regulating social assistance is a law with 11-12 articles. Maybe if there was a movement about a control and audit mechanism, I think it would be beneficial." (A Public Staff)

It is thought that one of the most important factors that immigrants find psychosocial support services inadequate is the lack of necessary updates in the legislation, as mentioned above. This situation may lead to the absence of any standard in psychosocial support services and allows many NGOs as well as different state institutions and organizations in the field to provide services under the name of psychosocial support services.

This finding predicts that what is expected from state institutions is higher than what is expected from NGOs. It is possible to say that especially immigrants have more expectations from the state institutions in terms of psychosocial support. While the average score of professionals working with immigrants for psychosocial support services by the state institutions is 3.1 ($sd=1.45$), the average score of satisfaction with NGOs is 3.5 ($sd=1.1$). Therefore, it is possible to say that, similar to immigrants, professionals within the group find the psychosocial support services of the state institutions less sufficient, and therefore it is possible to say that the expectation is higher for them.

"The issue of immigrants, 'we went to a state institution, we couldn't get help, and let's get it from an NGO' is actually partly due to this: NGOs have more subjective, faster, less structured

and more flexible aid mechanisms. Naturally, an NGO can give a help that the state institution does not. This, in turn, may have created a negative judgment on the help of the state institution in immigrants. Actually, that seems to be the main reason. I think that the aids of state institutions are really structured, if a migrant cannot benefit from there in the context of aid, it does not necessarily meet the criteria. But as I said, when he could not get help from the state institution and got it from an NGO, he/she says, "the state institution could not understand that I needed help, the NGO understood". Naturally, different perspectives develop in his/her mind. There is a thought that says 'I deserved it, so those who do not deserve help from the public institution'. When the criterion of deserving is that the NGO helps, naturally, an approach such as 'the state institution ignored me' may emerge." (A Public Staff)

It is also thought that the fact that some social services are provided according to clear standards in state institutions may have caused immigrants to find the public psychosocial support services more inadequate. According to this; The fact that a migrant cannot receive the social aid requested from the public and then receives the requested assistance from an NGO may affect the processes in favour of the NGO. At this point, professionals also emphasized the issue of setting a common standard.

Sustainable Qualified Social Services

“Let’s not give these people fish, let’s teach them how to fish. We also provide social skills training. We talk about the working environment, conditions, insurance conditions in Turkey. Our lawyers also participate and provide such trainings. We can say that we have started to raise awareness of people in the last three years.” (C NGO Staff)

It has been expressed by many professionals that the framework of social services offered to immigrants in Turkey has begun to change. Accordingly, sustainable quality social services programs have been started to be planned for immigrants, especially during the COVID-19 pandemic period. Thus, it is seen that the possibility of immigrants to have a permanent character has begun to be evaluated as a possibility in the political plane.

Immigrants also complained about similar issues. Immigration status and the temporality of aid and the inadequacy of the logical framework of programs and projects seem to hinder the empowerment of immigrants and thus the sustainability of services.

“Our status here and what we will become is not clear, so I think the problems are due to that.” (S2, Syrian, Male)

“There are uncertainties because the policy is not clear.” (SO2, Somali, Male)

“People don’t feel safe. One day, someone comes out and says to the immigrants that I will do this or something. People are indecisive and don’t know what to do.” (A2, Afghan, Male)

“People are undecided because Turkey does not have an immigration policy, but it is normal in the face of such a massive migration. Now there is order and politics, but a lot of things are still uncertain.” (S2, Syrian, Male)

“My friend gave me 4000 Euros two years ago. I said I don’t need the money, I gave it back, he didn’t take it. He said, “You should keep it because I don’t have a status, I don’t know what I will become, at least you are under temporary protection.” (S3, Syrian, Male)

“We were helping but it was not sustainable. So, the help is the so-called help. After such help, what happened, what ended was not so important. Now this is changing. Job finding processes have also been handled for two years.” (D Public Staff)

Emphasizing the uncertainty of Turkey’s migration strategy, the immigrants stated that their future is not clear and therefore they do not want to learn even Turkish.

“There is no guarantee that whether you will or not be sent to your country after learning Turkish” (K1, Kenyan, Male)

“Half of the immigrants do not learn Turkish. Because they don’t know what’s going to happen.” (S1, Syrian, Female)

This finding reveals the need for a migration strategy plan. It is seen that immigrants in Turkey are confused in the current conjuncture and they expect a clear roadmap.

In-Service Training

Table 20

Opinions of Professionals Working with Immigrants on In-Service Training in the Institutions They Work

	N	Mean	Standard Deviation
Staff working with migrants need much more in-service training	17	4,235	,9701
In-service training for staff working with migrants is sufficient	17	2,353	,9315

Professionals working with immigrants think that the in-service training given to them is not sufficient. Migration flows, which have been getting stronger in Turkey, especially in the last 10 years, have increased the need for professionals from different social science disciplines such as translators, social workers, psychologists, sociologists and child development specialists who can work with immigrants in the field. However, although the need for employment has increased, the absence of any curriculum content for working with immigrants in the undergraduate process makes in-service training even more important for new professionals who will gain experience in the field. In this process, professionals state that they do not receive sufficient in-service training and that they still have deficiencies in many aspects while working with immigrants. Accordingly, in the current question, the average score in the Likert-type question about in-service competence of professionals is 2.35. Another survey question used in the research process to strengthen the current finding is the variable about whether professionals need more in-service training. The average score of the professionals who answered this question is 4.24. Thus, the comments of professionals that they do not feel competent, that they are open to improvement and that they want to improve themselves through in-service training are among the important findings of the relevant research process.

“At the end of each year, we are asked from the headquarters: what do you need, what are your expectations? I say that I want in-service training every year for the last five years. I have a lot of shortcomings and I feel like I should study more. The more training we provide to those working in the field, the more solid steps we will take as we walk into the future. Therefore, in-service

training is necessary in every subject. Initial orientation training is insufficient. We can encounter different things on the field.” (B Public Staff)

“Personnel outside of social work can also work in this field or they are new graduates. These specialists may encounter sensitive situations. For example, a client may come and say, “I want to get a temporary ID from Ankara.” The professional may not know that such a service is not provided in Ankara. Therefore, it can direct it to the Provincial Immigration Administration. Such errors may occur. Or a migrant from another province may want to transfer to Ankara. If the professional does not have up-to-date information, he may mislead the client.”(A NGO Staff)

“Even though there are undergraduate courses, it can be difficult to provide this training in each department, since the portfolio of personnel working in institutions for immigrants is multi-disciplinary. In this context, institutions working in this field should support their personnel by providing in-service training.” (C NGO Staff)

“Especially, training should be provided about events that require immediate intervention and crises that develop suddenly, because we are not enough.” (A NGO Staff)

Professionals recommend continuous and regular in-service training, with a strong emphasis on in-service training. According to this; professionals, who stated that they needed support especially in crisis intervention and culture-sensitive working, mentioned that without in-service training, the rate of misinformation, misdirection and incorrect practices may increase among the interventions in the field.

Forwarding Services

Table 21

Opinions of Professionals Working with Immigrants on Forwarding Service of State Institutions and NGOs

	N	Mean	Standard Deviation
State institutions orient migrants to social services when they demand them	17	2,941	,9663
NGOs orient migrants to social aids and social services when they demand them	17	4,059	,7475

Professionals working with immigrants think that NGOs are guiding the needy immigrants in the right way. Accordingly, while the average score of professionals in the related question is 4.06, the mean score in the variable related to the adequacy of state forwarding services is 2.94. Therefore, it can be said that professionals working with immigrants support the idea that NGOs provide more accurate guidance than the state institutions.

Cooperation between State institutions and NGOs in the Delivery of Social Services for Migrants

“As far as I can see, there is unity and cooperation, although not as much as desired. I can’t say 100%, but there is cooperation.”
(B NGO Staff)

Another related issue is the idea that cooperation on migration can be strengthened with a coordination unit. While the professionals participating in the research stated that there are duplicate aids, they expressed their opinions that a coordination centre where all data is kept is necessary for the solution of this problem.

“When I think about it myself, this problem can be solved as follows: Every NGO can provide its own aid, but before giving this aid, it can be questioned in a centre. NGO X can take a look at a government-designated data centre before helping someone. This problem can be solved by creating a data centre accessible to everyone.” (E Public Staff)

“I am not one of those who think that social service and social assistance activities are carried out in a coordinated way in the context of immigrants. Because what we saw in the field shows that the same households can get help from more than one different aid organization. The reason for this is that there is no connection between the relevant organizations providing aid and they do not work in a coordinated manner. This leads to the repetitive use of resources. In this context, can this be coordinated from the central state? Yes, but there is no such situation at the moment. This situation is very clear.” (D NGO Staff)

“I am also aware of the lack of coordination. Of course, despite all this lack of coordination, cooperation is necessary. Coordination is a must. In other words, our first task is to establish a higher institution that ensures this coordination. I don’t know which institution does this. It can be Presidency, Ministry of Family, Migration Management or AFAD. I do not know, but coordination is a must.” (A Public Staff)

“There is an establishment in the Southeast, everyone asks where it came from. So there must be coordination. EU maybe has a directory. Institutions are registered. Let us create a national/international directory. No one who is not registered with them should enter the field. In other words, if those unregistered are helping, there should be a sanction and coordination should be

ensured urgently.” (B Public Staff)

“There is no such system for foreigners in terms of immigration. The common opinion is that the establishment of a system is related to this.” (D Public Staff)

The most important emphasis of the professionals on cooperation has been the necessity of establishing a coordination centre. However, different options have been presented regarding which institution this coordination centre can be in.

Culturally-Sensitive Services

All of the professionals participating in the research agree that the subject of culturally sensitive work affects the quality of the service. In this respect, the professionals stated that it is possible to bring a culture-sensitive working strategy to professionals through in-service training.

“We need in-service training and we are lacking in cultural sensitivity. When we work with these people, we do it according to our own perception and understanding, without knowing them. We do not know what those people understood from this intervention and how they interpreted it. It is necessary to know a little about the culture of those people.” (A NGO Staff)

“The people who do this job need to be a little more sincere, patient and professional. They need to control their normal emotions a little more because it’s a difficult workplace and we work with vulnerable groups. By knowing this, it is necessary to intervene in them. It is necessary to know that culture and get to know those people.”(A Public Staff)

“The cultural factor also becomes a very important factor. Unless we compare immigrants with our own culture and empathize with them, it does not seem possible for us to understand them. For example, a person you refer to work who works for two days but does not go to work for the third day. ‘Why didn’t you go?’ or ‘did you let me know you couldn’t go?’ When we ask him, he says, ‘No, I did not inform’. We also say that there are some rules. We explain by saying ‘there is an order here, you cannot work here for three days and you have to understand this and adapt to it’”. (C Public Staff)

Professionals think that culturally sensitive work should be made widespread. They also said that the presence of different immigrant communities in Turkey necessitates knowing the unique values of each community and that professionals should develop a culture-sensitive working method with in-service training at this point.

“Maybe there may be ideological, cultural, political, regional affinities. The professional may find it right for immigrants from some countries to be in our country, but not for others. If cul-

ture-sensitive work is expanded, people can be prevented from making such subjective decisions.” (B NGO Staff)

“I know that various ‘culturally sensitive work with immigrants’ trainings have also been developed. But I do not think that these trainings are given too much in the context of people who work directly with immigrants from a certain institution and that professionals work in a culturally sensitive way. In this sense, I seriously think that the capacity of the personnel should be developed and culturally sensitive work should be developed by giving more training in this process.” (D Public Staff)

“Social work is the only field where culturally sensitive education can be given in undergraduate. I have not taken such a course, for example. While there is no such course even in social work, there is no possibility of such a course being given in other undergraduate departments in the field. Naturally, there is a need for the development of this capacity by the institutions where professionals work.” (B Public Staff)

This situation was also stated in the interviews with immigrants and it was supported that immigrants should receive support from a professional who knows the principles of culturally sensitive work.

“When I first came, our culture and the culture here were very different. I felt different and different here. Daily life was very different.” (A2, Afghan, Male)

“The biggest difference for me was the culture of male-female relations. My country has a more protective structure, there is no such thing in Turkey. I can’t get used to it.” (A1 Afghan, Female)

“Life in Turkey starts very early and ends very early. I’m still not used to it.” (S3, Syrian, Male)

“We didn’t see any credit cards there. Even shopping was foreign to us.” (S4, Syrian, Male)

“For example, I saw the refrigerator when I came here. Since there was no refrigerator when

we sacrificed, we had to finish the meat immediately. Life here is very luxurious.” (SO2, Somali, Male)

While these discourses prove that different cultures have different social structures, it is necessary for professionals working with immigrants to be aware of these sensitivities and to recognize the immigrant. Otherwise, it may become difficult for the professional and the immigrant to develop a relationship based on trust.

Critical Needs of Social Services

While providing social services to immigrants, intervention plans are prepared and centre problems are at the center of these intervention plans. Other problems that negatively affect the functionality of immigrants are examined under sub-headings. Professionals gave different answers about what these basic social work needs, which are expressed as critical, could be.

“Problems with children’s identities are troubling. Yes, this restriction should be applied to adults, but not to children. There are children who want to go to school here, but since their identity is registered in another city, the law says that you will go to school where you are registered. This is something that hurts children a lot... I wish they wouldn’t apply it to children...” (A NGO Personnel)

“The parents work illegally, the child cannot go to school because of this identity issue. They can’t use the hospital either. Recently, another primary school student wanted to go to school. They accidentally enrolled in another city, and his parents want him to go to school. He can’t go to school right now. We could not help the child in any way.” (C NGO Staff)

Professionals, who state that social services should be more functional in bringing immigrant children to education, argue that it would be more accurate to loosen the regulations regarding identity problems and residence documents in this area. Thus, a possible “lost generation” risk among immigrants will be minimized.

“In other words, if the issue of employment could be developed seriously and people could maintain their own lives, many problems would perhaps disappear on their own. The burden on the country in the context of social aid will decrease.”(A Public Staff)

“It seems to me that the problems related to the integration of immigrants into our society will be mentioned more. You know, it’s not like when the immigrants first came to Turkey, the public opinion has also changed. The issue of social cohesion should be studied urgently, and social services should be developed accordingly.” (E Public Staff)

“The second is the health insurance problem of refugees in Turkey. Now everyone, that is, all immigrants under international or temporary protection, should have health insurance, regardless of employment.” (B NGO Staff)

Other issues addressed by professionals are health insurance, employment and social cohesion themes. While the themes of employment and social cohesion are among the topics that professionals attach importance to as tools for the realization of social functionality, professionals think that an exceptional right should be given to immigrants in terms of health because immigrants are predominantly at a low socioeconomic level.

Immigrants, on the other hand, kept the theme of prejudice in the first place. Many immigrants prioritize a service plan in which interaction with members of the host community is enhanced so that there are no words or actions that exclude them.

“I want people not to be surprised or shocked when I enter a place and say that I am Syrian.” (S2, Syrian, Male)

“It makes us feel like we’re aliens. I would like their prejudices to change for me.” (S1, Syrian, Female)

“At universities, for example, even the smallest identity changes take months for us, but this is a short job for Turkish students.” (A1, Afghan, Female)

“It is not thought that the scholarship student is working and is successful in the exam and won the scholarship. It is thought as if that person was given a scholarship as a gift. They think we have violated their rights. I want people to see this. The scholarship we received is a success scholarship. We have to be one of 1000 people.” (I1, Iraqi, Male)

It is clearly expressed by these discourses that immigrants want to be accepted by the members of the host society. For this reason, it can be said that the primary preference of immigrants in Turkey is to integrate with the society. In addition, it is seen that disinformation greatly disturbs immigrants and exposes

them to some negative experiences. It is stated that disinformation on this subject causes them to be excluded more seriously.

The fact that there is no other demand among the immigrants participating in the research creates an opinion that discrimination should be considered as a priority rather than all problems. Immigrants did not state any needs regarding education, health, housing and employment, they only demanded the elimination of racism and discriminatory practices. In this direction, it is important that social services in Turkey prioritize this area.

Undergraduate Education Content on Migration

In Turkey, the subject of migration has started to be covered at the postgraduate level, but sufficient depth has not been gained in undergraduate education. Accordingly, professionals have expressed ideas for making the issues of immigration and working with immigrants more detailed at the undergraduate level of social sciences.

“This is where cultural differences come into play. People come from different languages, cultures and education levels. It is difficult for these immigrants and professionals who have received their education in Turkey and have not gone anywhere else to get used to each other and understand everything easily. For this reason, training on migration should be given, and what is given should be detailed. I think there will be more effective services if training is provided.”
(C NGO Staff)

“It is necessary to prepare a curriculum in undergraduate education. Turkish Council of High Education should not do this curriculum alone, however. If it is going to do it, it should do the migration issue by listening to the needs of the professionals in the working institutions. I think our students who study sociology and social work at university need something like this.” (B Public Staff)

Professionals argue that the content of a possible undergraduate curriculum should be prepared in line with the opinions of state institutions and NGOs working with immigrants, and they think that a process without field experience may be flawed.

On the other hand, it was mentioned that the issue of intervention to the crisis can be an important topic when working with immigrants. In this direction, professionals state that the theme of crisis intervention should be included in the content of the license in detail.

“We didn’t take courses on these subjects in undergraduate education, so we don’t know. There are situations that sometimes we freeze. For example, we suddenly come across someone’s death, we do not know what to do, how to do it. For example, if we study this at university, I

wouldn't be frozen either.” (A NGO Staff)

*“The immigration area is very wide; the people who come have very different problems and social studies. If you don't put someone with a well-educated there, that job may not be easy.”
(D Public Staff)*

Professionals working with immigrants stated that possible undergraduate curriculum should include sub-titles of crisis intervention, psychology, field work, intervention plan, duties and responsibilities of state institutions, culturally sensitive work and orientation. Similarly, it was focused on the creation of a course curriculum that can be used by professionals working in state institutions and NGOs.

1. The fact that immigrants do not have sufficient knowledge about social services creates a clear opinion that the state institutions and NGOs should take a more active role in the field. The fact that the visibility activities of state institutions are in the background compared to many NGOs makes it necessary to focus on this issue and to increase the awareness of state institutions that provide services to a large extent in the eyes of immigrants. In addition to field visits regarding the current visibility, the preparation of brochures, advertising and the establishment of an information and forwarding unit are factors that can be an important solution to this issue.
2. In addition to increasing the quantity and quality of in-service training, various courses on the theme of “migration” should be added as elective courses in undergraduate programs.
3. It is seen that immigrants are exposed to much more discriminatory words and actions, which is also confirmed by professionals. Developing a curriculum based on a culturally sensitive working principle and including it in the social science discipline has the potential to soften the process.
4. During the COVID-19 pandemic process, a negative correlation was observed between the level of education and the need for social aid, and this was supported by professionals and immigrants. In this context, importance should be given to vocational training, and projects that will ensure the dissemination of technical, technological and craft knowledge should be given priority, especially in

order to employ young immigrants.

5. It is found that immigrants and host society members do not interact sufficiently with each other. At this point, environments where both groups can interact more with each other should be built, and harmonization activities should be expanded through cultural and sports activities.
6. Since immigrants have education, health, accommodation and employment needs and the problems in these areas are interrelated, multidisciplinary interventions will ensure that the process is sustainable.
7. The lack of a coordination unit in the field of social aid is one of the points that professionals focus on. A coordination unit with a database on social aid processes should be established in order to ensure that social aids can be tied to a certain standard and that there are no duplicate aids.
8. While it is necessary to establish a standard for forwarding services, organizing workshops where each state institution and NGO working with immigrants explains their service items will enable the processes to progress more healthily.
9. Workshops should be held where professionals working in the public sector and NGOs share their experiences, and thus a relationship of trust should be built by getting to know each other.
10. Conducting the intervention on-site by prioritizing field studies is seen as one of the steps that can ensure a more equitable distribution of social aids.
11. All state and non-governmental organizations should develop programs to combat disinformation regarding immigrants.
12. The standards in the distribution of social services should be explained to the applicants, and in cases where the results are negative, the applicant should be informed why the results are negative.
13. Brochures should be prepared informing immigrants about the provision of social services and the situations in which the cut will occur.

14. Migrants should be told that they will know their rights and that they can apply to which institutions for which needs, through hand brochures and other visibility activities.
15. It should be designed and implemented a democratic (digital and conventional) platform to meet the need for a transparent dialogue among young migrants and professionals to deeply discuss the challenges deriving from COVID-19.
16. It should be constituted training programmes/curricula towards young migrant workers and professionals to meet the need for education on the legal status and rights of migrant workers, social services and aids and to provide new dialogue channels in improving governance in migration sector in Turkey.

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Appendices



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Appendix 1

Focus Group Interview Forms

A. *DESCRIPTIVE INFORMATION*

1. Your name (optional):
2. Your contact number/email (optional):
3. Your age:
4. Gender:
5. Male: Female: Other:
6. Education (lastly completed degree):
7. Job title (please indicate what best describes your current or previous job/profession) and sector:
8. Which category best describes your status in the context of this research:
 - a. An employee/worker from a migrant background (students fall into this category) (group A)
 - b. A professional working towards migrants (group B)
9. What is your country of origin?

B. *THE FOCUS GROUP TOPIC GUIDE*

Groups A

10. What do you think about social life in Turkey? What did it change in your life? How do you evaluate yourself at participating social life? What are the differences between social lives of your country of origin and Turkey? What about hosting society? Do you communicate with hosting society? In

which areas do you contact with hosting society? Which characteristics of hosting society do you consider positively and negatively?

11. What are the challenging points of daily life for you in Turkey? Have you ever experienced a negative incident relating with discrimination? Have you ever been discriminated due to being migrant? If yes, have you taken social support from someone (relatives, friends or professionals)? Do you know someone who has been discriminated due to being migrant? If yes, do you know anything about his/her need to take social support?
12. Do you benefit from social aid or social service programmes during COVID-19? What do you think about them? Are social aid programmes sufficient for migrants? What are your critics about social aid and social service programmes in Turkey? How has COVID-19 impacted your life?
13. What differences can you tell when you compare the two cultures? What kind of needs do you have stemming from these difference? Does Turkey consider these differences in social aids and social services? What can you suggest in this regard?
14. Do you think Turkey uses its resources effectively in social aid? Does Turkey serve effectively and efficiently in the distribution of resources to assist migrants during COVID-19?
15. Do you think that state institutions and non-governmental organizations are fair in distribution of resources? What criteria do you think are taken into account when distributing aid? Which criteria should be considered?
16. Do you think competent people distribute social aids? How sensitive are the service providers about your culture while receiving social aids or social services? What experience do you have in this regard? What kind of qualifications should a professional serving in this regard have?
17. What is your opinion about the possible needs of migrants after COVID-19 pandemic? What needs await migrants after COVID-19?

18. What do you suggest Turkey for developing services?

Group B:

19. How do you find Turkey regarding social aid programmes during COVID-19? According to you, are Turkey's social aids to migrants sufficient? Do you think Turkey uses its resources effectively in social aid? Does Turkey serve effectively and efficiently in the distribution of resources to assist migrants during COVID-19?

20. What is your institution/NGO doing for migrants at the point of social aid or social services? With which institutions/NGOS do you have contacts? What can your institution/NGO do for developing services presented to migrants during COVID-19?

21. How do you evaluate the impact of social aids provided to migrants? Does it help migrants or make them dependent? What position should Turkey take?

22. How do you evaluate the cooperation of state institutions and non-governmental organizations in Turkey in presenting services to migrants during COVID-19? What dynamics should be studied in this regard?

23. Are there any obstacles to the effective and efficient distribution of aid? If so, what are they? What are your experiences in this regard?

24. Do you think service providers have cultural sensitivity? How do you evaluate the competencies of people working in this regard? What criteria should employees in this field have? What kind of problems are being encountered in the field in this regard?

25. What do you suggest Turkey for developing services presented to migrants?

Appendix 2

Questionnaire Forms

A. DESCRIPTIVE INFORMATION

1. Name (optional):
2. Contact number/email (optional):
3. Age:
4. Gender:
5. Education (lastly finished degree):
6. Which category best describes your status in the context of this research:
 - a. An employee/worker from a migrant background (students fall into this category) (group A)
 - b. A professional working towards migrants (group B)
7. Job title (please indicate what best describes your current or previous job/profession. If you are a student or unemployed, please also indicate here):
8. Which income group do you think you are in?
 - a. Low
 - b. Low-medium
 - c. Medium
 - d. Medium-high
 - e. High
 - f. None (if currently not on remunerated work)

9. Marital status:

Married - Single - Partnership - Other:

10. How many children do you have:

11. Your country of origin:

12. Mother Language:

13. How long have you been living in Turkey? : years

14. Where (county and city) do you live in Turkey? :

15. With whom do you live together? :

16. What is your current legal status?

- a. Turkish Citizen
- b. Temporary Protection
- c. International Protection Applicant
- d. Informal
- e. Other (please specify):

Questions for Group A

B. THE ANALYSIS OF THE IMPACT OF COVID-19 IN THE CONTEXT OF SOCIAL AID AND SOCIAL SERVICES

1. Do you currently benefit from any social aid programme?
 - a. Aids in kind (food aid, cloth aid, etc.)
 - b. Cash benefits
 - c. None
2. Which of the following did you need before COVID-19
 - a. Aids in kind (food aid, cloth aid, etc.)
 - b. Cash benefits
 - c. None
3. Did you need social aid due to COVID-19?
 - a. Aids in kind (food aid, cloth aid, etc.)
 - b. Cash benefits
 - c. None
4. Where do you apply for social services if you need?
5. Which social service institutions do you know?

Please mark the option that best suits you (1 -completely disagree, 5 - completely agree).		1	2	3	4	5	No answer
22.	Migrants were sufficiently supported with social aids by state institutions during COVID-19.						
23.	Migrants were sufficiently supported with social aids by NGOs during COVID-19.						
24.	I need social aid due to my work in the period of COVID-19						
25.	I need social aid due to my shelter in the period of COVID-19						
26.	I need social aid due to my education in the period of COVID-19						
27.	I need social aid due to my health in the period of COVID-19						
28.	I know where I can apply when I need social aid.						
29.	I am sure that state institutions support me when I need social aid.						
30.	I am aware of my rights in the field of social supports/aids.						
31.	I was properly informed about social aid programmes.						
32.	State institutions inform/informed me about social aids when I need it.						
33.	NGOs inform/informed me about social aids when I need it.						
34.	Migrants will need social aid after the period of COVID-19.						
35.	Migrants will need psychosocial support after the period of COVID-19.						

Please mark the option that best suits you (1 -completely disagree, 5 - completely agree).		1	2	3	4	5	No answer
36.	I was discriminated due to being migrant						
37.	I am getting hard at communicating with hosting society due to being migrant.						
38.	I am struggling to participate to social activities due to being migrant.						
39.	I am getting hard /got hard at finding job due to being migrant.						
40.	I am getting hard /got hard at reaching health services due to being migrant.						
41.	I am getting hard /got hard at reaching education services due to being migrant.						
42.	I am getting hard /got hard at participating to social life due to being migrant.						
43.	I need/needed psychosocial support due to discrimination.						
44.	I am taking/took psychosocial support due to discrimination.						

45. Which of the following would you use to describe the impact of the COVID-19 pandemic on your need to social aid?

- a. My need to social aid increased.
- b. My need to social aid decreased.
- c. My need to social aid did not change due to COVID-19.

46. I need social support arose due to COVID-19.

a. Yes

b. No

47. I took social support due to COVID-19.

a. Yes

b. No

Please mark the option that best suits you (1 -completely disagree, 5 - completely agree).		1	2	3	4	5	No answer
48.	I think that social aids are given on the basis of merit.						
49.	I think that social aids are given to correct persons.						
50.	Criteria are appropriate for social aids.						
51.	Psychosocial support staff of state institutions sufficiently provide service to migrants.						
52.	Psychosocial support staff of NGOs sufficiently provide service to migrants.						

Questions for Group B

C. THE ANALYSIS OF THE IMPACT OF COVID-19 IN THE CONTEXT OF SOCIAL AID AND SOCIAL SERVICES

Please mark the option that best suits you (1 -completely disagree, 5 - completely agree).		1	2	3	4	5	No answer
53.	I think that social aids are given on the basis of merit.						
54.	I think that social aids are given to people in need.						
55.	Criteria are appropriate for social aids.						
56.	Psychosocial support staff of state institutions sufficiently provide services to migrants.						
57.	Psychosocial support staff of NGOs sufficiently provide service to migrants.						
58.	Planning the distribution of social aids is properly performed.						
59.	Social aid programmes are prepared by competent persons.						
60.	Technical infrastructure is sufficient for distribution of social aids						
61.	Applications of social aids are properly evaluated.						
62.	State institutions and NGOs work together social aid and social services.						
63.	State institutions and NGOs must work together at providing social aids and social services.						
64.	State institutions effectively provide services in the field.						
65.	NGOs effectively provide social aids and social services in the field.						

Please mark the option that best suits you (1 -completely disagree, 5 - completely agree).		1	2	3	4	5	No answer
66.	Migrants are properly informed about their rights at reaching social aids and social services.						
67.	State institutions orient migrants to social aids and social services when they demand them.						
68.	NGOs orient migrants to social aids and social services when they demand them.						
69.	I think that social aid programmes for migrants are sufficient.						
70.	I think that social service programmes for migrants are sufficient.						
71.	The staff working with migrants were sufficiently educated for providing psychosocial support at universities.						
72.	In-service training for staff working with migrants is sufficient.						
73.	Staff working with migrants need much more in-service training.						
74.	Staff working with migrants are informed about social aid programmes.						